



Guilford Metro 911

One Call...One Center...One Source

2014 ANNUAL REPORT

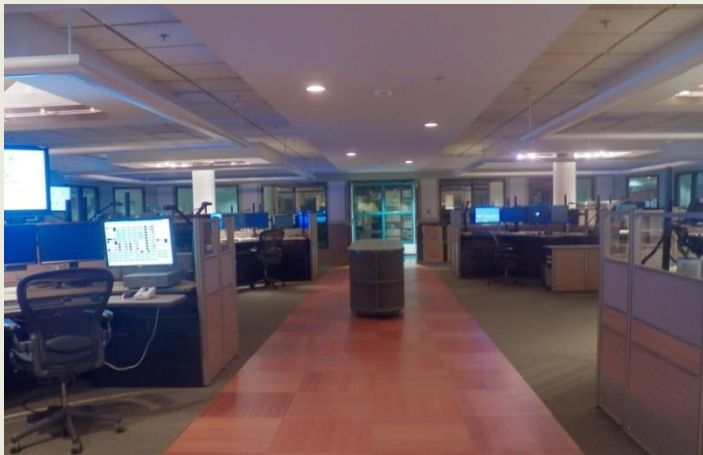


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Mission Statement



The mission of Guilford Metro 911 is to serve the community and local government agencies with effective communications services and to serve as a facilitator of communications for public safety agencies in Guilford County. To be effective, GM911 utilizes all available resources to support the mission of subscriber agencies.

We are committed to the priorities, mission and objectives of those we support and will partner with those departments and organizations to accomplish their goals while we adhere to the core values within the Department of Guilford Metro 911.



Director's Letter



Guilford Metro 911 (GM911) serves as the Primary Public Safety Answering Point (PSAP) for enhanced 911 in Guilford County. While GM911 handles only EMS dispatch for the City of High Point, the center provides 911, dispatch, and radio services for other cities, towns and unincorporated areas in Guilford County.

2014 was a transitional year for our department. Guilford Metro 911 went through many changes, including changes in our leadership. Wesley Reid, our Director since the creation of GM911 in 2005, was selected to serve as the Interim Assistant City Manager over Public Safety in February. He

served in that role until November, when he accepted the position full time. During this time, Melanie Neal, Emergency Communications Operations Manager has been serving as the Acting Director for Guilford Metro 911. During the transition of Directors, the department filled the manager positions for the Support Services Division and the Technical Services Division. Wesley's leadership and vision will be greatly missed, but under the guidance of our new team, Guilford Metro 911 will continue to improve.

A few of our many projects in 2014 included:

- completion of Administrative wing at Justice Complex including a new large training room
- continued additional phases of P25 digital radio network in partnership with Guilford County
- provided citizens with a temporary means to text to 911 until an IP based solution is implemented
- replaced the generators and UPS systems in the Justice Complex
- transitioned our protocol (ProQA) software to the newer Paramount version
- developed the departmental Safety Committee

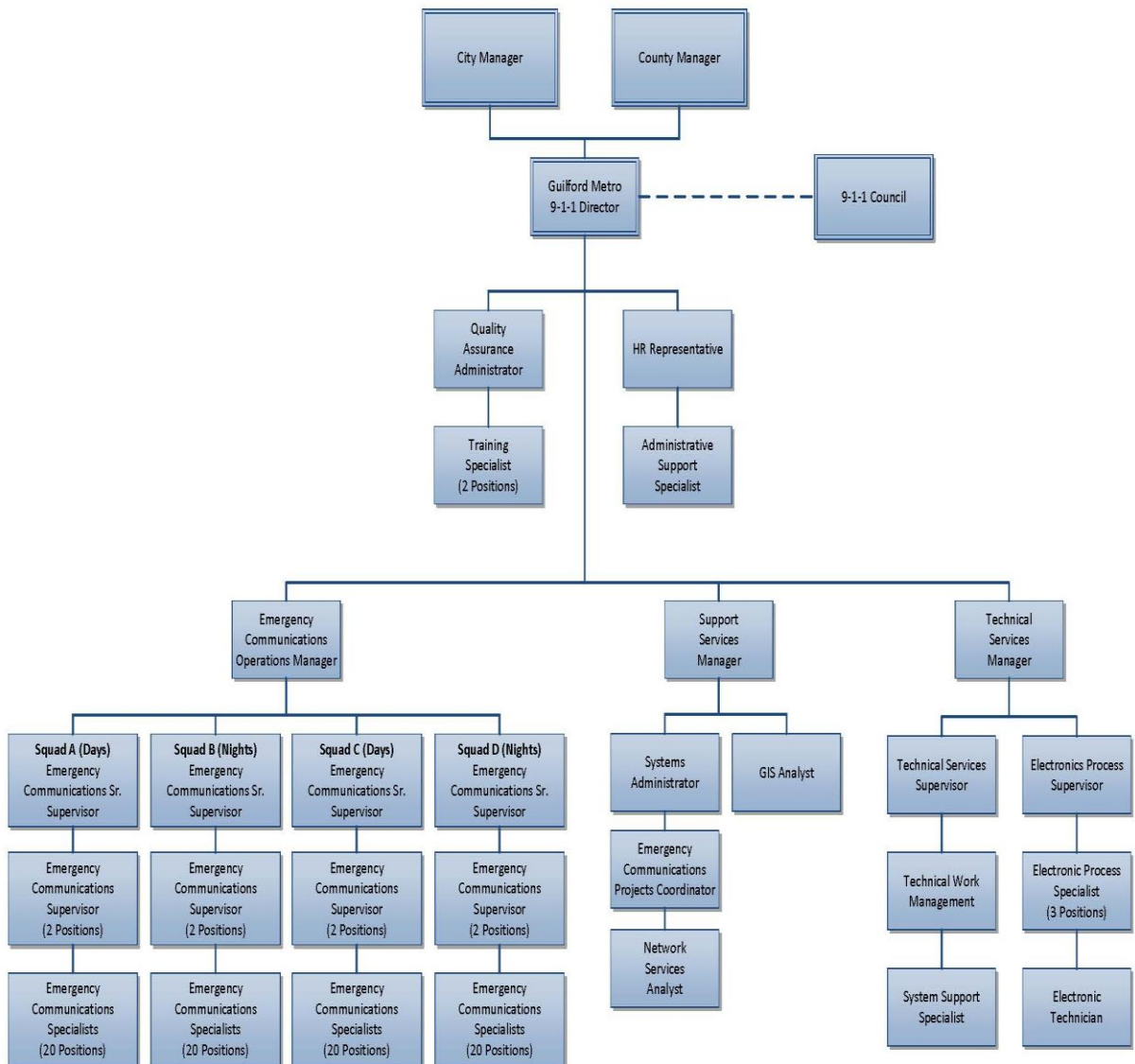
Guilford Metro 911 is progressive and responsive to the needs of our agencies and community. We stand ready to fulfill our role as the "First, First Responder." I am very proud of the many accomplishments of the staff of GM911. Without their dedication and professionalism, GM911 would not fulfill our mission of high level customer service to the community as well as our users.

Sincerely,

Melanie A. Neal
Acting Director



Organizational Structure



Administrative Staff



Melanie Neal, Emergency Communications Operations Manager-Acting Director

Glenn Lamb, Support Services Manager

April Loftis, Network Services Analyst

Clay Kennedy, Systems Administrator

Lori Slone, GIS Analyst

Lewis Cheatham, Technical Services Manager

Wendy Autry, Technical Services Supervisor

Andy Harvey, Electronic Process Supervisor

Todd Craddock, Electronic Process Specialist

Chris Jones, Electronics Technician

Carlie Luck, Systems Support Specialist

Jennifer Mallory, Work Management Technician

Stacey Wilson, Electronic Process Specialist

Mark Shepherd, Quality Assurance Administrator

Robin Grassi, Emergency Communications Training Specialist

Robert Katana, Emergency Communications Training Specialist

Sandy Land, HR Representative

Bethany Staples, Administrative Support Specialist



Guilford Metro 911 Boards and User Groups



Executive Board

County Manager Marty Lawing
Guilford County

City Manager Jim Westmoreland
City of Greensboro

911 Council

Sheriff BJ Barnes
Guilford County Sheriff's Office

Acting Chief, Anita Holder
City of Greensboro Police Department

Chief Greg Grayson
City of Greensboro Fire Department

Director James Albright
Guilford County Emergency Services

User Groups

EMS User Group
Operations Manager Billy Livingston – Chair
Guilford County Emergency Services

Law User Group
Captain Ken Whitesell – Chair
Guilford County Sheriff's Office

Fire User Group
Chief Steve Allred/Jeff Thomas – Co-Chairs
Pinecroft Sedgfield Fire Department

Radio Communications Committee
Division Manager Lewis Cheatham – Chair
Guilford Metro 911

Triad Regional Operability Network
Emergency Mgmt Coordinator Zach Smith – Chair
Guilford County Emergency Services



Agencies We Serve



A & T University
ATF
City of Burlington
Carelink of Moses Cone Health System
Alamance Fire Department
City of Greensboro General Government
City of Greensboro Fire Department
City of Greensboro Police Department
Climax Fire Department
Colfax Fire Department
DEA
Fire District 13, Inc
Fire District 28, Inc
Gibsonville Fire Department
Greensboro Transit Authority
GTCC Campus Public Safety
Guilford County Animal Control

Guilford County Dive Team
Guilford County Emergency Mgmt
Guilford County EMS
Guilford County Fire Marshal
Guilford County General Government
Guilford County Hazmat
Guilford County Sheriff's Office
Guil-Rand Fire Department
High Point Regional Hospital
Hornetown Fire Department
Julian Fire Department
Kernersville Fire Department
Kimesville Fire Department
Lankford Security
McLeansville Fire Department
Moses Cone Health System
Mt Hope Fire Department

National Park Service
NC A&T Campus Police
NC DOT/IMAP Units
North Carolina Forestry Service
Northeast Fire Department
Oak Ridge Fire Department
Piedmont Triad Airport Authority
Piedmont Triad Ambulance & Rescue
Pinecroft Sedgefield Fire Dept
Pleasant Garden Fire Department
Southeast Fire Department
Stokesdale Fire Department
Summerfield Fire Department
UNCG Campus Police
Whitsett Fire Department

Agencies with Interoperability

Alamance County
Alcohol Law Enforcement
City of Archdale
Caswell County
Davidson County
Elon Police
Elon University
Federal Bureau of Investigations
Gibsonville Police

City of High Point
High Point University (HPU)
Town of Kernersville
Mecklenburg EMS
NC Dept of Probation & Parole
NC State Hwy Patrol
NC Viper
Randolph County
Rockingham County

City of Salisbury
State Bureau of Investigations
Stokes County
City of Thomasville
Triad Regional Advisory Committee
US Marshal Middle District
Wake County
Wake Forest Baptist Medical Center
Winston-Salem/Forsyth County



Administration Division



The Administration Division with 6 full-time employees creates and manages the department goals and objectives. The division provides executive management for Guilford Metro Emergency Communications , Support Services, and Technical Services divisions including day to day management, budget, grants, project oversight , planning and personnel management. The Administration Division keeps the department informed of federal and state legislatures affecting 9-1-1 service delivery.

This Division also oversees the Training and Quality Assurance section, which is responsible for training all new Emergency Communications employees through an in-house Rookie School, and providing continuing in-service training on a quarterly basis to all existing employees. The Training Section/Quality Assurance Section also randomly reviews calls to ensure the highest quality of service to the public and compliance with all standards regarding the call intake and dispatch process along with public education and 9-1-1 outreach.



Training and Quality Assurance



Our Accreditations - What They Mean

Guilford Metro (GM911) is one of 139 centers worldwide accredited through the International Academies of Emergency Dispatch in Emergency Medical Dispatch (EMD) and one of 30 centers worldwide accredited in Emergency Fire Dispatch (EFD).



An accredited agency must meet the 20 points of accreditation which range from how an agency processes a medical or fire call, to providing ongoing continuing education, to having an oversight committee to ensure compliance. In addition to the 20 points, an accredited center must audit a percentage of all medical and fire calls. Each audited call will have an individual score. The overall score for an accredited center must be a minimum of 95%. The academy reviews all parts of the application, including the 20 points. The academy also reviews some of these calls to ensure compliance to the protocols. Once accredited, a center must maintain the 20 points achieved in the original accreditation process and maintain the minimum compliance score of 95%. The agency must have continuing education each year to maintain individual certification. A center is re-accredited after a period of 3 years, ensuring all 20 points and compliance to calls are still maintained.



GM911 is a National Center for Missing & Exploited Children (NCMEC) 911 Call Center Partner. The National Center for Missing & Exploited Children® is the leading nonprofit organization in the U.S. working with law enforcement, families and the professionals who serve them on issues related to missing and sexually exploited children. As part of its Congressional authorization, NCMEC has created a unique public and private partnership to build a coordinated, national response to the problem of missing and sexually exploited children, establish a missing children hotline and serve as the national clearinghouse for information related to these issues.

GM911 also maintains communications standards for Greensboro Police (CALEA), Guilford County Emergency Medical Services (CAAS) and Greensboro and Guilford County Fire (ISO)

2014 Compliance Scores	EMD	EFD	LAW
Compliance Score	98%	99%	98%



Training and Quality Assurance



The Training and Quality Assurance section is responsible for the training of all new Emergency Communications employees through an in-house Rookie School, and providing continuing in-service training on a bi-monthly basis to all existing Emergency Communications employees. This section also reviews on a monthly basis Law, Fire and EMS issues to ensure the highest quality of service to the public and compliance with all standards regarding the call intake and dispatch process. Training and Quality Assurance is also responsible for the majority of all public education and outreach regarding 911.

There were three rookie schools conducted in 2014 with a total of 11 new Emergency Communications Specialists. All 11 rookies successfully completed rookie school. The total number of training hours for both classes was 640.

In 2014 the Emergency Communications staff had a total of 4150 training hours. Training topics included:

- **In-Service:** Version 6 EFD Protocol changes, CPR instructor courses, Denise Amber Lee Foundation (A Victim's Plea), Kate Sheridan (Generational Communication), Updates and response policy changes for EMD, EFD, EMS, Fire and Law, Avoiding Complacency, Wellness/Fitness, Hands-on Practice and review (EMD Protocol Cardiac Arrest and Choking), HR updates.
- **Multimedia GM911 Training Corner** –General Operations Guidelines (GOG) updates and reviews, TYY/TDD, Spanish for Emergency Communications Specialist.
- **EMD, EFD and LAW Protocol Review**

GM911 receives feedback from our user agencies and the public as commendations or complaints. The table shows a comparison of the last three years of complaints.

	2013	2014
Public and Agency request	1,474	1,730
Dept Social Services request	3,176	3,226
Subpoenas for court appearance	9	8

	2012	2013	2014
Commendations	57	60	56
Citizen Complaints	7	14	6
Agency Complaints	38	42	27
Total Complaints	45	56	33
Founded Complaints	38	45	25

The QA/Training Division is the point of contact for both public and responding agencies request for radio traffic and phone calls.



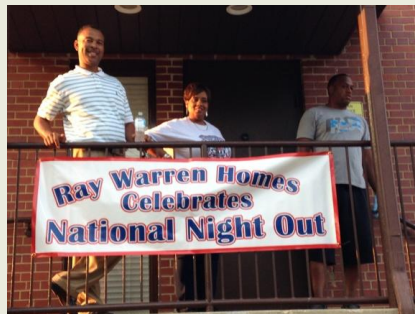
Public Relations



Guilford Metro 911 is committed to educating the community about 911 and our organization. Through the Red E. Fox program and other outreach efforts at local schools and youth centers, GM 911 staff teaches the importance of 911 to area youth. GM 911 also works with local civic, church, nursing homes and other organizations to promote understanding of 911 and other public safety topics.

- Provided materials for Operation Safe County
- Participated in Greensboro Police PBIC Communications Course
- Provided materials for Safety Town
- Participated in City Academy
- Participated in Sheriff's Citizens Academy
- Participated in National Night Out
- Participated in 6 Job Expos
- Partnered with GFD and GPD in the 9/11 Memorial Stair Climb.

Guilford Metro 911 staff conducted over 115 tours of the facility that involved over 600 visitors.



Emergency Communications Division



Guilford Metro 911 Emergency Communications is a consolidated 911 Public Safety Answering Point (PSAP) serving all of Greensboro and Guilford County. The Communications Center maintains trained staff to process calls for service without prejudice and using all available resources. This division provides citizen support by answering calls for service for emergencies and non-emergencies on a 24-hour basis. During the course of a year, the Emergency Communications Division receives approximately 550,000 calls.



Justice Complex Primary PSAP



Meadowood Site Backup PSAP

In the event of a natural or man-made disaster, or during maintenance and upgrades, Guilford Metro 911 employees can evacuate the Justice site and continue operations at the fully equipped back up center. GM911 has the ability for the two sites to seamlessly operate as a 44 position center or as two completely separate sites in case of disaster.

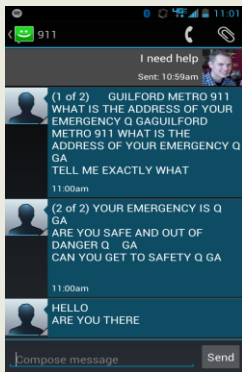


Emergency Communications

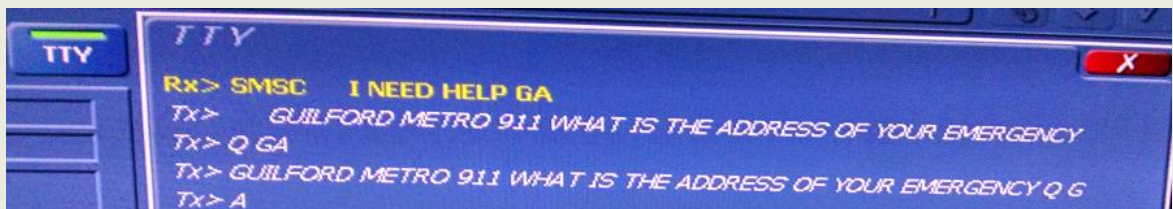


GM911 Upgrades Software and Functionality to Emergency Critical Processes

SMS Text to 911



GM911 submitted a request on May 15, 2014 to the “Big Four” wireless carriers (AT&T, Sprint, T-Mobile, and Verizon) to allow for SMS text messages to be received to its primary and backup Public Safety Answering Point (PSAP) centers. Text messages come from the individuals into the 911 center via TeleTYpewriter / Telecommunication Device for the Deaf (TTY/TDD) lines over our existing 911 system. This contact method may be utilized for callers who need help, but cannot speak or must be quiet when requesting emergency assistance. GM911 Telecommunicators interact with the caller via a texting interface to obtain vital information. In all emergencies, dialing 911 is still the preferred and best method to request help. In 2014 we received our first 911 text for help.



Priority Dispatch Paramount

On September 15, 2014, GM911 went live with Priority Dispatch’s Paramount platform, which replaced our legacy ProQA software. This new platform allows system administrators to quickly modify program configurations and deploy them to end users quickly. GM911 utilizes the Paramount suite for Emergency Fire Dispatch (EFD) and Emergency Medical Dispatch (EMD) in order to ask pertinent questions to callers, provide instructions, and to gain information for emergency responders.



Emergency Communications Telephone Statistics



The NC 911 Board utilizes the Emergency Call Tracking System (ECaTS), a Statewide reporting system for the 911 industry. The ECaTS call answering reports have consistently shown GM911 as a top leader in the State on answering 99% of calls within 10 seconds.

	2013	2014	% of change
911 Calls Received	350,448	321,640	8.22% decrease
10 Digit Calls Received	268,568	227,445	15.31% decrease
Outgoing Calls	160,426	166,773	3.95% increase
Total Phone Transactions	779,442	715,858	8.16% decrease

In 2014, there was an increase of outgoing calls. Outgoing calls are made to other agencies when assistance is needed. There was a slight decrease in overall incoming call volume compared to 2013.

We experienced a decrease in landline 911 calls as more people eliminate home telephone service and only use a cellular or mobile device. Thus, our wireless calls have increased significantly from 76% of our call volume last year to 84% of our call volume this year. The center experienced a major improvement with abandoned calls. Abandoned calls are defined as calls where 911 was dialed but the caller hung up before the actual call could reach the center or where the call reached the center but the caller hung up before the Emergency Communication Specialist could answer. The center improved on this metric by seeing a 23.24% decrease in abandoned calls.

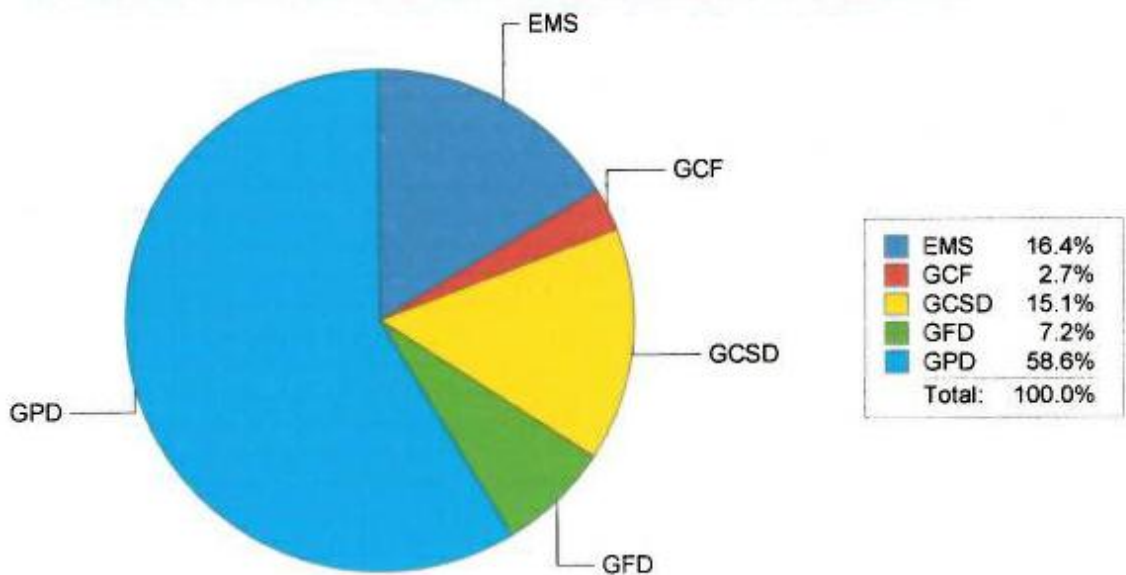
General Telephone Statistics	2013	2014	% of change
Monthly average 911 calls received	29,204	26,803	8.22% decrease
Daily Average 911 calls received	960	881	8.23% decrease
Monthly average of Wireless 911 calls received	22,195	22,560	1.65% increase
Monthly average of Residential 911 calls received	3,011	1,558	48.26% decrease
Monthly average of Business 911 calls received	2,709	1,792	33.85% decrease
Monthly average of Abandoned 911 calls received	2,645	2,004	24.23% decrease



Emergency Communications Dispatch Statistics



Agency	2013 Total Calls	2014 Total Calls	% of change
EMS	71,657	73,736	2.90% increase
Guilford Co. Fire	11,811	12,318	4.29% increase
Guilford Co. Sheriff	65,872	66,541	1.02% increase
Greensboro Fire	31,450	32,210	2.42% increase
Greensboro Police	255,841	249,065	2.65% decrease
Grand Total	436,631	433,870	0.63% decrease



Emergency Communications



The actual staffing of the Emergency Communications Division in 2014 was 85 Emergency Communications Specialists. The authorized staffing for this time frame was 92 positions. The average vacancy per month for this year was 7 positions, compared to 9 in 2013. Division members were called back to duty a total of 2,766 hours for scheduled overtime due to staffing shortages.

Eleven Emergency Communications Specialists were hired in 2014, in which 8 remain employed.

In 2014, there were 2 members who transferred to the Greensboro Police Department, and 8 who resigned or were terminated, which included 4 trainees.

Calendar Year	Authorized Strength	Resignations/ Terminations	Turnover %	Experience Greater Than 1 Year
2011	93*	9	10	6
2012	93*	11	12	4
2013	93*	8	8.7	4
2014	93*	11	12	8

* Includes Operations Manager position



Support Services Division



The Support Services Division (SSD) is responsible for research and data analysis for multiple City and County Departments, special projects, and the acquisition, maintenance and operation of all hardware and software supporting the operations of Guilford Metro 911 network and computer systems, with exception of the radio system. Technologies supported by SSD include the Computer Aided Dispatch (CAD), 911 Phones, Higher Ground Recorder System, Windows Network, Mobile Communications Terminals (MCT) and Records Management Systems (RMS) connectivity for external agencies, website, cellular telephony, data replication and disaster recovery solutions, City of Greensboro NetMotion Mobility servers, as well as Geographic Information Systems (GIS) and Master Street Address Guide (MSAG) maintenance. In 2014, the SSD completed 4,479 work orders from internal and external users, with 65% of these being completed within 24 hours of submission. Several projects of interest and accomplishments of this section are listed on the following pages.



Support Services Division



Completed Projects

- Text to 911 capabilities via TTY/TTD with AT&T, Sprint, T-Mobile, and Verizon cellular wireless providers.
- Renovations for Support Services Division hallway to accommodate for future growth and employee interaction.
- Renovations for GM911 Administrative Wing and Large Training Room.
- NetMotion Mobility hosting for City of Greensboro.
- Priority Dispatch migration from Legacy ProQA to Paramount EFD / EMD.
- Justice PSAP / City of Greensboro I.T. Disaster Recovery Site hosted generator and Uninterruptable Power Supply (UPS) solution with Duke Energy.
- Teamed with SunGard to enhance the CAD database & OneSolution CAD performance to minimize software delays.
- Automated Twitter feed from GM911 to Guilford County EMS to show major accidents.
- AVL unit recommend for Greensboro Fire Department (GFD) units.
- Joint effort between GM911 SSD, City GIS, and GFD to create a dynamic Fire Hydrants layer into OneSolution CAD and MCT map engines.
- Testing of auto-enroute / auto-arrive custom mobile and server enhancements in partnership with GFD.

Future Projects

- IP Security Cameras for Justice and Meadowood PSAP.
- ASAP to PSAP interface with OneSolution CAD and local alarm companies.
- OneSolution CAD and Motorola MCC7500 automated radio integration.
- CAD 2 CAD capabilities with Davidson County 911.
- Neighborhood Oriented Policing (NOP) for Greensboro Police Department (GPD).
- Hosting Greensboro Police Department's RMS.
- Utilizing Intrado MapSAG to synchronize local 911 and map data.
- Implement Virtual Desktop Infrastructure (VDI) for Guilford Metro 911.
- Evaluate Advanced 911 (A911) IP based infrastructure.
- Evaluate Fire Station Alerting Systems.
- Implement GM911 social media broadcasting.
- Networking Greensboro Department of Transportation (GDOT) camera feeds into Justice and Meadowood PSAP.
- Transitioning Meadowood PSAP to provide a regional backup for City of High Point.
- Upgrading server rack, network hardware and power distribution to accommodate for newer technologies.

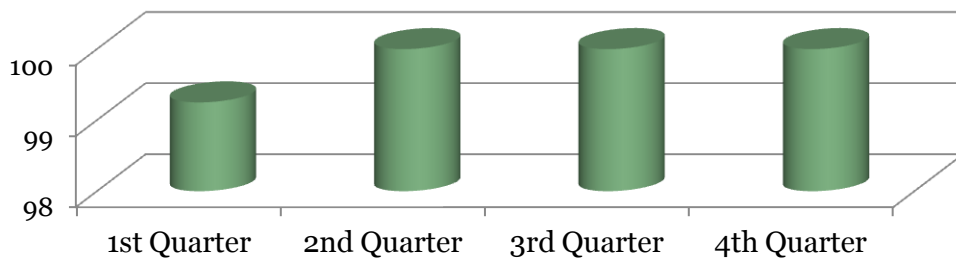


Support Services Division



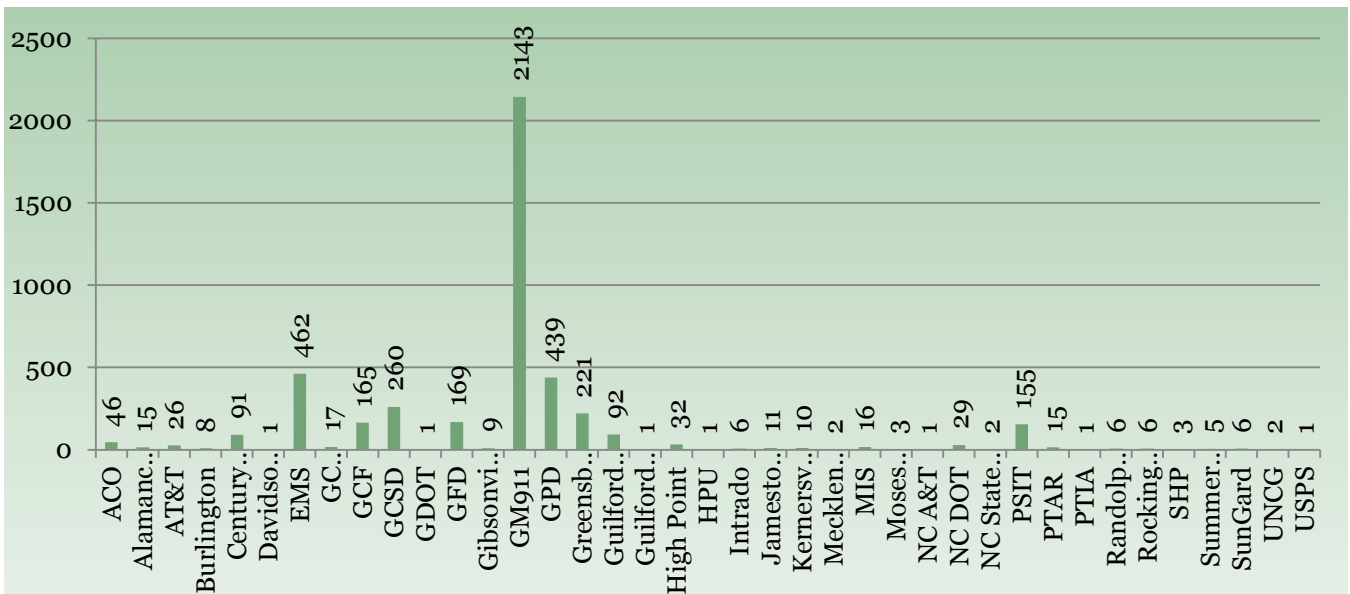
System Uptime

% of GM911 CAD & Phone System performance-uptime (excludes scheduled downtime)



System uptime is critical for 24/7 operations. SSD strives for high availability, steady performance, and data integrity. GM911's system uptime did not fall below 99% for 2014.

Support Services Work Orders Completed By Agency



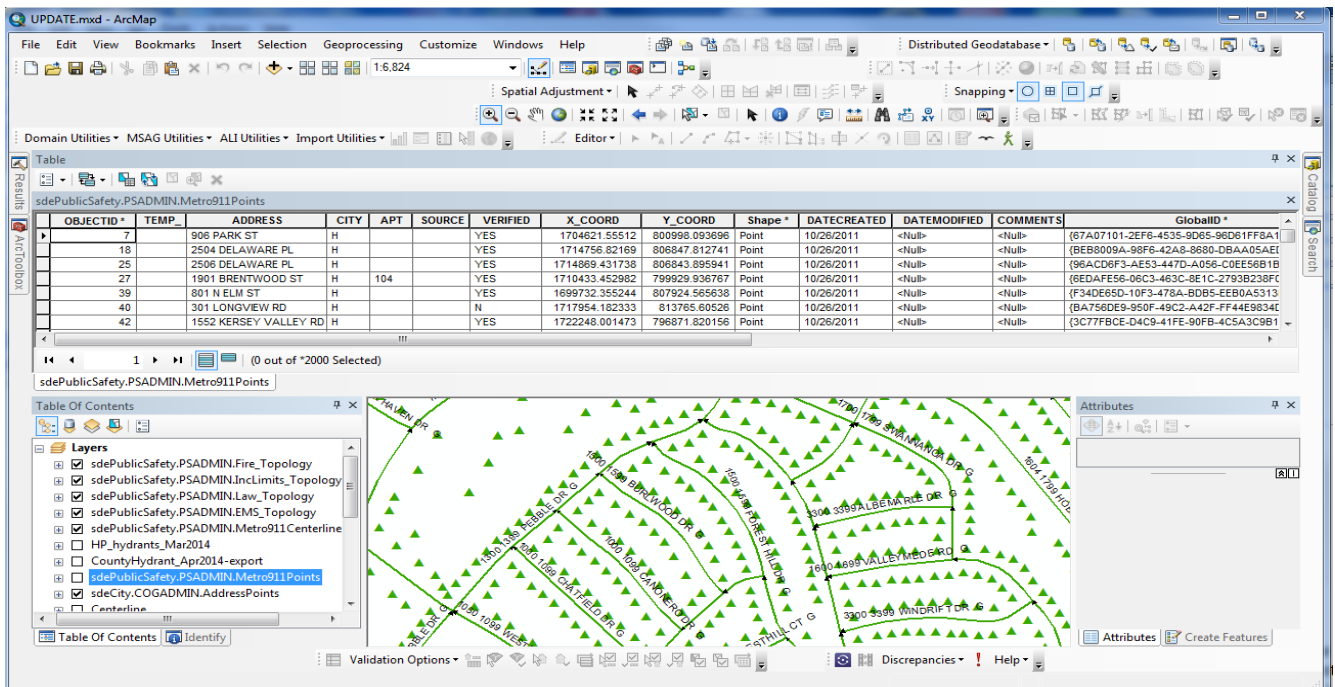
Support Services Division



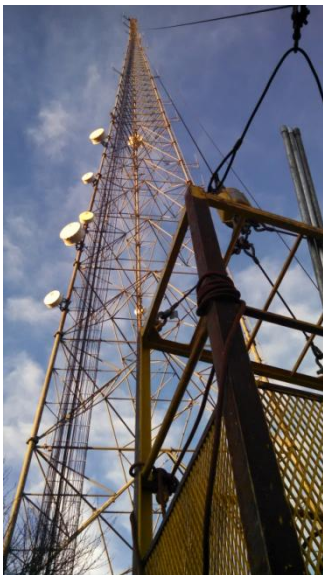
GIS

Internally, the Support Services Division has our own GIS staff that's responsible for updating geographic information for emergency and non-emergency responses. This data is crucial in helping to identifying a callers location and recommending the proper response by specific agencies. This key component drives our CAD system and allows for responders to navigate efficiently to emergencies. Our staff works with various agencies to ensure that we have as current and accurate information as possible. In 2014 our GIS staff made the following significant changes:

- Annexations – 17
- Street Segment Additions – 1,166
- Street Segment Edits – 31,292
- Address Point Additions/Edits – 351,355
- Polygon Edits - 598
- Map Updates – 16



Technical Services Division



The Technical Services Division of Guilford Metro 911 operates a full-service, customer owned and maintained (COAM) 800 MHz Trunked wireless radio system. We also program, support, and offer accessories for subscriber equipment. The team strives to provide excellent customer service by producing professional results in our maintenance, repair, and programming of our radio system and end user subscriber equipment for voice, data, emergency and non emergency communications. We also provide consultation , order processing and project management for our customers to help meet their communications needs.

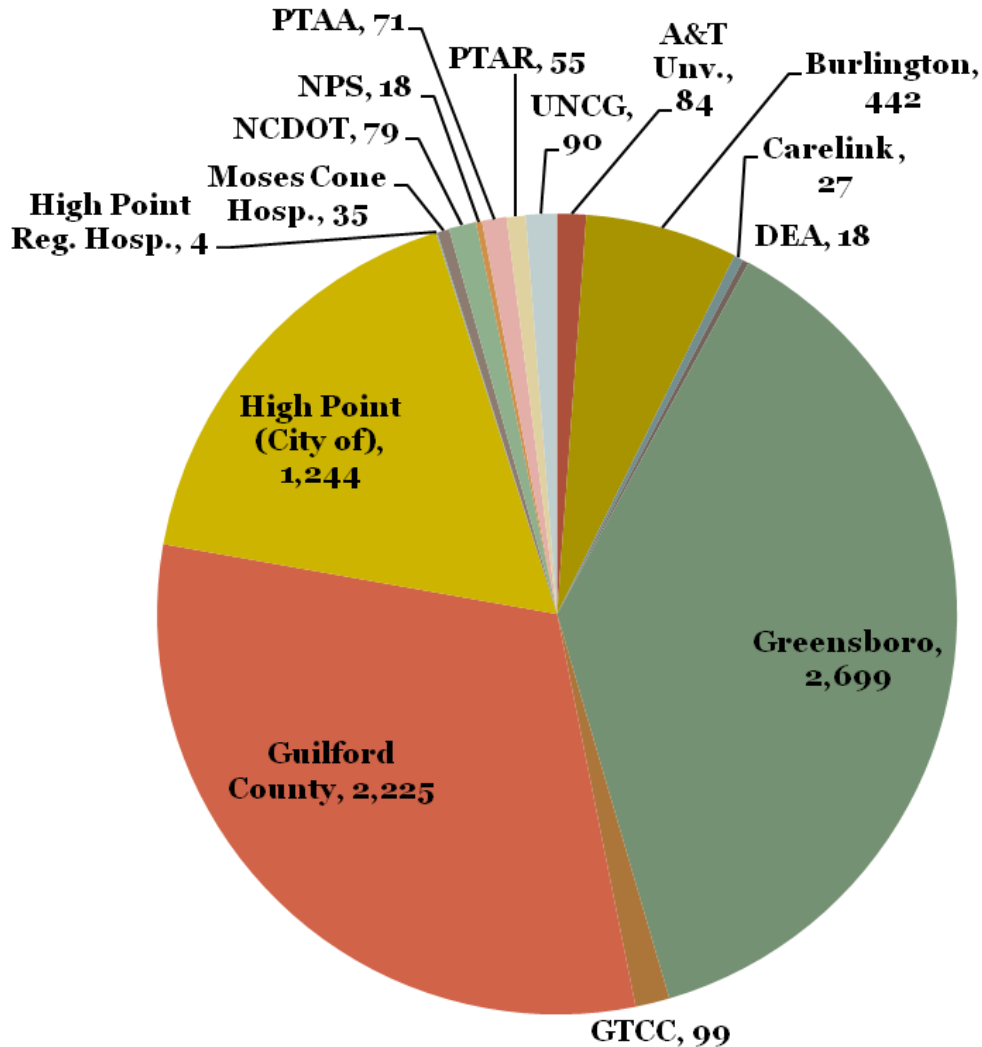


Technical Services Division



Our customers consist of public safety and public works agencies on the local, state and federal levels throughout the greater Greensboro area, High Point, Burlington, Guilford and Alamance Counties.

Radios By Agency





Future Projects

- Adding customers to our Regional Network
- Enlarging coverage areas with new tower sites annually
- Text messaging with radios
- OTAP (Over the air programming) and OTAR (Over the air encryption keying)
- GPS location services
- Ability to connect to other P25 systems
- MCC 7100 Laptop Consoles
- Public Safety Grade Wireless LTE Data (FirstNet)
- MCC 7500 Console to CAD Auto Page and GPS Interface
- Trunking System 7.15 Upgrade
- Continued Radio Codeplug Building and Programming for P25
- Bringing more P25 Channels online to transition Non Public Safety

Technical Services Division

The 2014 year began with the continued installation, and configuration of the P25 core and site network. Constant hardware and software optimizations and enhancements were performed which are required to maximize the performance of these systems and keep the network performing to specification.

Technical Services also worked in conjunction with Motorola in optimizing Guilford County Fire's UHF paging system to be more efficient, effective and provide better service to their first responders.

Other projects for the year included procuring and having a new high intensity full LED tower lighting system installed on the master tower site that fully complies to FAA regulations. We installed and received training on our new Genesis GenGet system for system monitoring, reporting and recording. We also successfully integrated the new GenGet system to our MCM database to maintain consistency and allow seamless data synchronization between the systems. System data on the trunking system has been setup to include OTAP, OTAR, text messaging and GPS location services. A new MOSCAD monitoring system was also installed to monitor tower site equipment. We completed a full audit on all tower sites to be compliance with R56 grounding rules and regulations. With the new joint Greensboro City Fire Station 59 and Guilford County EMS base station being completed, we project managed all radio communications needed.

Our Motorola contract, known at the Migration Assurance Plan (MAP), allows for a structured payment plan which provides a significant cost savings over the life of the P25 Migration Project. MAP includes core system upgrades, annual maintenance, 4 new tower sites, additions to the UHF Paging System for Guilford County Fire, and the replacement of the remaining 14 channels to the new P25 IP platform. The MAP contract allows for modifications as needed, such as additional agencies joining our regional network.



Awards and Recognition



In April each year, GM911 celebrates National Telecommunications Week by recognizing our employees and the hard work they do each year. The 2014 recipients were:

Telecommunicator of the Year

Kimberly Burkley

Support Person of the Year

Clay Kennedy

Rookie of the Year

Kellie Zimmerman

Award of Excellence

Robin Grassi
Clay Kennedy
Carlie Luck
Melanie Neal
Lori Slone

Master Telecommunicator Achievement Award

Niki Hopkins
Kimberly Burkley
Jessica Eason

We are proud of the 3 members of GM911 who were recognized at the 2014 NC NENA/APCO Conference in Sunset Beach.



Director **Wesley Reid** was awarded the Order of the Long Leaf Pine. This is the highest honor that a civilian can receive in the state of North Carolina and is given to outstanding citizens who have records of service to our state.

Master Emergency Communications Specialist **Kim Burkely** received the distinction of being NENA Communications Center Employee of the Year. This is awarded to a telecommunicator each year who shows exemplary job performance beyond the call of duty.



Systems Administrator **Clay Kennedy** received the APCO Support Person of the Year Award. This is given to the employee who works in the field who performs in an outstanding manner throughout the year and displays exceptional courage, foresight, alertness, and skill in their job.



Awards and Recognition



EMD Cardiac Saves and Compliance

GM911 had 38 confirmed cardiac saves, where employees directly provided critical CPR instructions and EMS included GM911 on their saves report. The employees receiving life saving awards for 2014 are:

Teresa Allred Hope Church Matthew Colozzi William Daniel Michael Davis Jessica Eason Elaine Feeny Nataya Florence Katelyn Gaulden Richard Goslin	Tracye Hall Ashley Hand Taniqueka Harper Kelly House Dedric Little Sheila Mayo Christina Miller Renee Powe Kris Riley Alina Simmons	Jamie Simmons Tonya Swann Justin Sugalski Michael Taylor Stacy Wallace Kimberly Williams Donna Wrenn Kellie Zimmerman
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The following employees maintained 100% compliance to protocols in 2014:

EMD	EFD	LAW	
Nicole Childress Kristi Dean Jessica Eason Zachary Gavin Tracye Hall Cindy Little Angela Mitchell Jose Pedro Jessica Strickland Donna Stutts Alyssa Williams Kellie Zimmerman	Hope Church Justin Davis Kristi Dean Tyson Fanning Taniqueka Harper Niki Hopkins Christina Hossele Ryan Kitchel Amber Lee Melinda Medford Angela Mitchell Olevia Riddle Kris Riley Kelli Smith Jessica Strickland Justin Sugalski Kimberly Williams	Justin Davis Kristi Dean Ricky Draper Elaine Feeny Zach Gavin Yolanda Graham Dana Hall Tracye Hall Ashley Hand Kim Hooker Christina Hossele	Kenya Kitchel Ryan Kitchel Cindy Little Jose Pedro Olevia Riddle Kristina Shaver Jamie Simmons Jessica Strickland Kim Williams DJ Wrenn Kellie Zimmerman



Justice Complex Building Enhancements



Generators and UPS

On April 6, 2014, Duke Energy and GM911 went live with our new generator cutover at our primary PSAP. These two generators replaced dated Caterpillar generators which provided power to the facility during utility disruption. In addition Duke Energy relocated the facilities transformer and on August 28, 2014 replaced our existing UPS system. This project entailed a new concept and approach for the NC State 911 Board in which services provided by a vendor could be considered “hosted”. Funding was allowed for different types of “hosted” solutions, which typically refer to technology such as servers and networks. This new approach allowed for GM911 to be one of the first centers in the State to utilize this process. Along with the new generators came Duke Energy’s first ever ice shelf roof to protect it against falling ice from the nearby 500 ft radio tower. This project consisted of conducting a full deployment to our backup facility as well as removing all power from the primary facility. In 2014, we received a Power Partner award from Duke Energy for this project.



New Training Room

Nearing midyear our renovations to the area once housed by GPD Logistics was finally completed. This section of the building became GM911’s new Administration area for offices, bathrooms, a departmental museum, kitchenette, conference room, and the large training room. Our staff members have quickly occupied and frequently boasted about the newly available space. One of our main focal points has been utilizing our large training room for local, regional, and state trainings / meetings. It’s equipped with an advanced audio / video system that has the capability to display from two sources across four screens. Each screen can act independently or at the same time to show presenter content. In the event of a major disaster, this room can serve as a backup Emergency Operations Center (EOC); nearly occupying 100 people.



On the Horizon



Technology/Next Generation 911

Guilford Metro 911 will be moving towards a Next Generation 911 platform in the near future which promises to bring even more data into the 911 center via telemetry, texting, and video. This will present a good challenge to our facility capabilities and may require additional staffing. GM911 will be reviewing different Fire Alerting Systems in order to continue to improve fire and medical response times.

Automated Secure Alarm Protocol (ASAP)

Over the next year the GM911 center again intends on setting the trend with a new nationally recognized initiative. This innovative program is called ASAP to PSAP and it intends to automate the Alarm Company notification process. Nationally, only a limited number of agencies have the technical resources to provide this type of service. Our 911 center manually answers thousands of alarm calls throughout each year. This Next Generation (NG) automated process will help reduce these incoming calls, by automatically sending them to our CAD system. Once we receive these calls for service, our Telecommunicators will process them accordingly. When each transaction of the alarm event is carried out, both parties will be automatically updated. This development will hopefully reduce stress levels and will assist during peak call volumes. In the event that automated communications fail, Alarm Companies will call us.



Future Improvements

As GM911 concluded last year's interior renovations, our next phase of the capital improvement plan focuses on our exterior façade and lower parking lot. Currently our "main" entrance is located under a 500 foot radio tower, which is often times hard to locate, inaccessible during winter months, and has limited handicap accessibility. These renovations will provide a more modern look to our exterior, provide for a main handicap accessible public entrance, and will address parking availability as well as perimeter security for our lower entrance. This continued phase of construction is slated to begin in 2015.



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TO THANK ALL OF THE EMPLOYEES
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For more information about Guilford Metro 911 and the material in this report, please contact our Administrative Office at (336) 373-2933 or visit us on the web at www.greensboro-nc.gov

